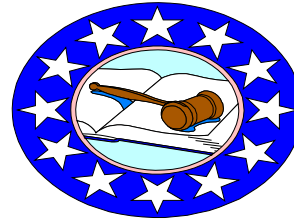


Students
Loan Repayment

**SAN FRANCISCO-LITIGATION
THE LITIGATORS**



Team Roster

**Davis, Sheryl; Dyer, Joan; Estrada, Rosie; Faatalale, Lynda;
Francisco, Albert; Gorham, Deloris; Hom, Lola; Liu, Jessica; Loville, Mayra;
McNeil, Myron; Navarro, Nicolas; Nelson, Craig; Roy, Nancy; Urbi, Myriam;
Yost, Armantina**

Performance Score

SFA Results

	2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002	Goal
Customer Satisfaction (Scale 1 – 100)	72.9	74.2				74.4 (2002)
Employee Satisfaction (Scale 1 – 5)	3.51	3.74				3.60 (2004)
Unit Cost	\$20.14	\$19.57				\$16.69 (2004)
Integrity: Achieve a Clean Audit & Get Off the High Risk List						

Team Results

		2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002
CUSTOMER SATISFACTION	ACSI	75.9	77.9			
	Other survey (Customers' Feedback)			83.9		
EMPLOYEE SATISFACTION		3.64	3.59			
UNIT COST	Your Contribution		\$1.46			
	Other (Litigation's Unit Cost)			\$2.74		

CONTRIBUTIONS (UC, CS, ES)	STATUS
Complete all customer requests within 30 days 90% of the time. (UC, CS, ES)	On target
Use tracking log to ensure timely response. (CS, ES)	Currently in use
Reconcile DOJ returns within 15 days of receipt. (UC, CS, ES)	In progress